

American Hotel & Lodging Educational Institute

Mission Statement:

Established in 1953 as a nonprofit educational foundation of the American Hotel & Lodging Association, the Educational Institute's mission is to support AH&LA by being the preferred provider to the lodging industry, hospitality schools, and related hospitality industries by developing and providing quality resources to train, educate, and certify hospitality professionals worldwide.

As an AH&LA member receive **exclusive member** pricing that can save you up to **40%** on the Educational Institute's (EI) training resources and professional certification. EI offers over 100 products for entry level, supervisory and management positions in a variety of training methods.

Professional Certification

Professional certification offered by the Educational Institute is the lodging industry's ultimate distinction of excellence. These certification options include every level of lodging positions; from front line employees all the way to general manager.



Benefits of achieving a certification designation:

- Competitive edge over noncertified industry peers
- Validation of skills required to succeed in the hospitality position currently held
- Valuable opportunities for professional development and career growth

Member savings comparison:

Certified Hotel Administrator (CHA)

Nonmember \$650.00

AH&LA Member \$450.00

Guest Service

Guest Service Gold shows employees and lodging properties how to achieve a new standard of exceptional service by emotionally engaging with guests in memorable ways.



The program includes a video (DVD), one Trainer's Guide, five Participant Workbooks.

Program Benefits:

- Content based on real-life industry examples
- Increases hotel occupancy and revenues
- Present as a group or individual training
- Employees are eligible for professional certification in guest service upon completing the program
- Hotels are eligible for guest service certification for property upon certifying all front line employees

Member savings comparison:

Nonmember \$224.95

AH&LA Member \$179.95

Compliance

The Americans with Disabilities Act (ADA) guarantees basic rights for people with disabilities, including full and equal access to your property and services. **Enabling Independence: Service for Guests with Disabilities** is a video presented both English and Spanish that highlights the unique needs of guests with various disabilities and identifies how employees can accommodate them.



Program Benefits:

- Provides information on the new ADA Title III non-discrimination requirements that went into effect in March 2011.
- Training is for all lodging employees regardless of position.
- Present as group or individual training.
- Includes One Leader's Guide (English only)
- Includes One Bilingual Learner's Guide (additional copies can be purchased separately)

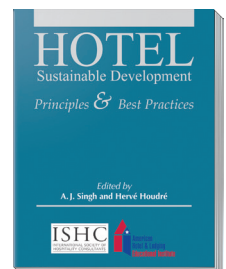
Member savings comparison:

Nonmember \$264.95

AH&LA member \$219.95

Green Hospitality Resources

In the book **Hotel Sustainable Development: Principles and Best Practices** each chapter presents important elements in the implementation of sustainable development to provide valuable insights to hotel investors, developers, owners, and lodging operators.

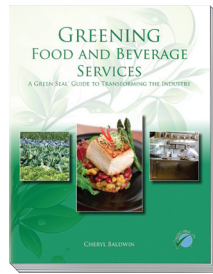


Member savings comparison:

Nonmember \$90.95

AH&LA member \$60.95

Greening Food and Beverage Services: A Green Seal Guide to Transforming the Industry shows readers how food service affects air quality, oceans, fresh waters, and land use, and how food professionals can implement methods to make positive changes while boosting profitability and marketability.



Member savings comparison:

Nonmember \$85.95
AH&LA member \$55.95

The Lodging Security Officer training program provides general security-related techniques as well as hospitality-specific information. New and updated topics include: child trafficking, expanded bomb search information, signs of terrorism, active shooters, handling the death of a guest, hostage situations and shelter-in-place.



Program Benefits:

- Developed with the help of hospitality industry experts from Marriott International, Starwood Hotels and InterContinental Hotels Group, Hyatt Hotels, Hilton Hotels & Resorts and Interstate Hotels & Resorts
- Designed for security officers as well as other employees who perform security related duties
- Self-study program that includes four modular textbooks, a DVD, and a workbook with progress quizzes
- Can be used as preparation for the Certified Lodging Security Officer (CLSO) designation

Member savings comparison:

Nonmember \$199.95
AH&LA member \$159.95

Leadership

Supervisory Skill Builders is the ideal training for your top line performers ready to take on a leadership role.



Program Benefits:

- Available for specific hospitality areas; including: Lodging Properties, Restaurants/Foodservice Operations, Gaming Industry, and Spa Management
- Present as group or individual training
- Available as paper-based or in an online format
- Supplement DVD training available
- Preparation for the Certified Hospitality Supervisor (CHS) designation

Member savings comparison:

Supervisory Skill Builders Workbooks
Nonmember \$139.95
AH&LA Member \$109.95

El also offers a variety of food and beverage training solutions for restaurant managers and service professionals.

For additional product information, please contact: Shelly Siceloff-Weir, Senior Director, State Relations & Educational Programs, office: 407-999-8166, email: sweir@ahla.com

Security and Risk Management

Eye on Awareness™—Hotel Security and Anti-terrorism Training, offers web-based, interactive lessons for alllodging employees.



Program Benefits:

- Developed in collaboration with international security experts, hospitality leaders, and the U.S. Department of Homeland Security's If You See Something, Say Something™ campaign
- Provides the knowledge needed to recognize, report, and react to suspicious situations
- Available in Spanish

Member savings comparison:

Nonmember \$45.00
AH&LA member \$30.00

